



UNCLASSIFIED



AREA II CPAC PRESENTATION

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MISSION STATEMENT

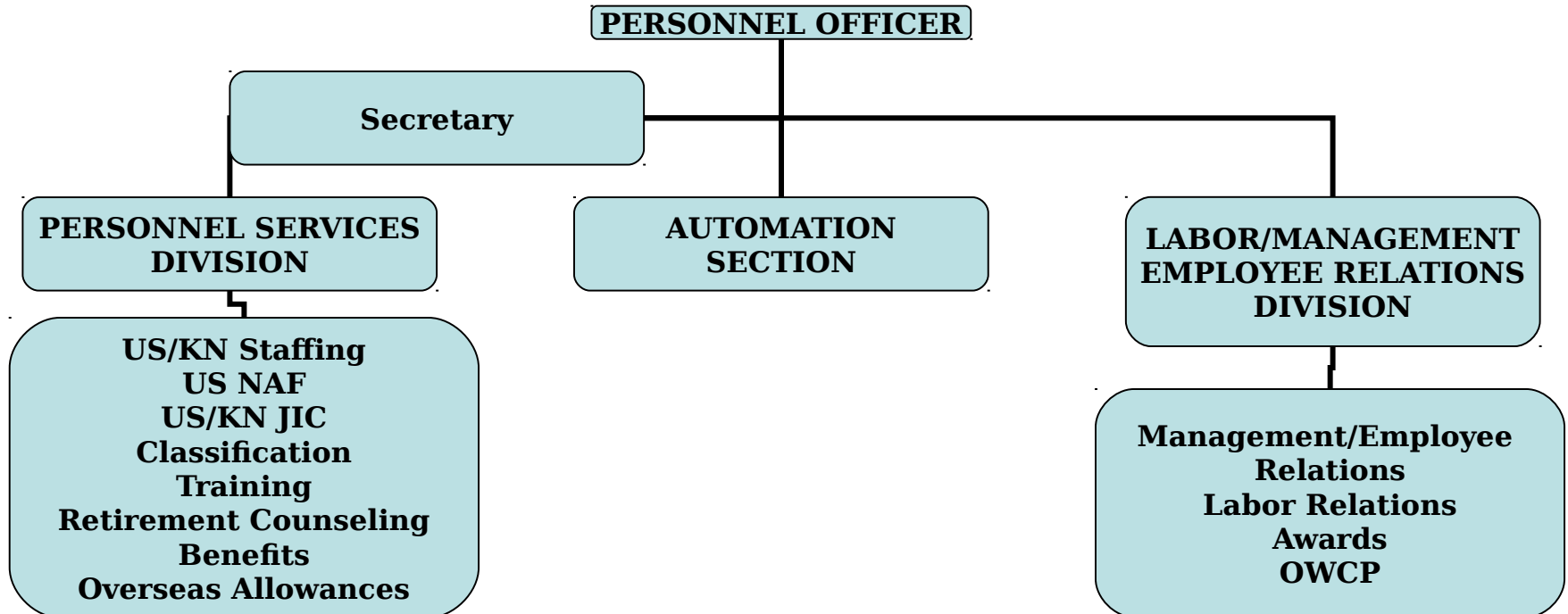


To provide timely, responsive and professional HR services through an integrated and engaged Civilian Human

Resources Program that exceeds our stakeholder's expectations.



CPAC STRUCTURE





CPAC RELATIONSHIPS AND FUNCTIONS



**Four Area CPAC's
coordinate
personnel actions
with Korea Region
CPOC located in
Taegu.**

CPAC-Area II Seoul

→ Reports to Director, HRD-KOR

- ✓ **General Advice & Assistance**
- ✓ **Labor Management Advice**
- ✓ **Disciplinary Actions**
- ✓ **Local CPAC Training**
- ✓ **Recruitment Strategies**
- ✓ **Employee Benefits**

CPOC-Korea Region

**→ Reports to Director, HRD - Korea
Region**

- ✓ **Classify Positions**
- ✓ **Processes Personnel Actions**
- ✓ **Maintains Official Personnel
Folders**
- ✓ **Rate/Rank/Applications**
- ✓ **Administer Training**
- ✓ **Manage Automated Database**

CPAC

Area I

CPAC

**Area
III**

CPAC

**Area
IV**



SERVICED POPULATION



Area II CPAC

4,003 Employees

2,216 KN

1,197 US App Fund

179 US NAF

411KN NAF

6,481 Military

6,592 U.S. Family

Members

5,902 Others

26,981 Total Area II

Supplemental 27 Separate Commands

Eighth U.S. Army

USFK/CFC/UNC

IMA KORO

USAEDFE

USACCK

1st Signal Bde

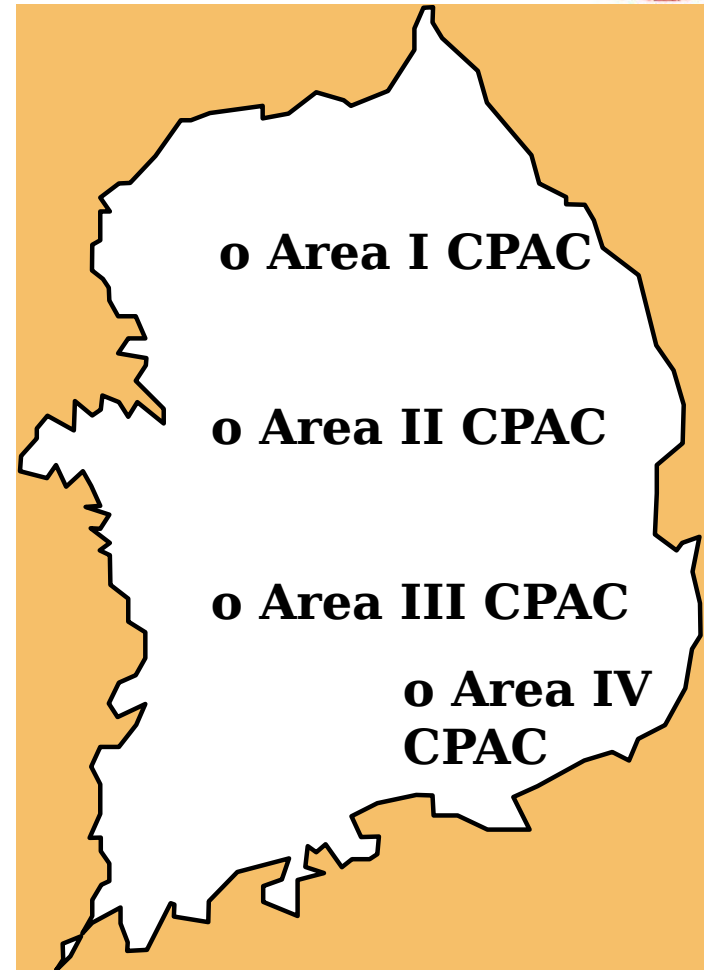
501st MI

DAPS

DeCA

Other DOD and Army

Activities Serviced/POCs: 92





LABOR RELATIONS



- **2 Labor Unions**
 - **National Federation of Federal Employees (NFFE Local 1363)**
 - **Korean Employees Union (KEU)**

OUTSTANDING RELATIONSHIPS



LOCAL CPAC TRAINING COURSES

New Employee Orientation (Bi-monthly)

**Introduction to Korean Supervision
for U.S. Military and Civilian
Supervisors (Quarterly)**

**Human Resources (HR) for US
Supervisors (Quarterly)**

**Leadership Education and
Development (LEAD) (Monthly)**

**KN Supervisor Development
(Quarterly)**



CONCERNS

- **Recruitment time**
- **Quality of applicants**
- **High Declination Rate (25-30%)**

AND SUCCESSES

- **ISR III - Customer Service = Green**
- **ICE Satisfaction Rate: 91%**



GOALS



- **Providing timely/quality service**
- **Keep the Area II workforce informed about important changes in personnel rules and benefits.**
- **Increased On-Site Staff Visits**
- **Build Trust and Rapport with Customers**
- **Partnership with management and CPOC to reduce fill time**
- **Working as a team to make Area II the “Assignment of Choice in Korea”**